

**Amendment and Response**

Applicant: Michael J. Borg et al.

Serial No.: 09/820,457

Filed: March 28, 2001

Docket No.: 10006799-1

Title: SYSTEMS AND METHODS FOR UTILIZING PRINTING DEVICE DATA IN A CUSTOMER SERVICE CENTER

---

**REMARKS**

This Amendment modifies the Request for Continued Examination (RCE) filed herewith.

With this Amendment, claims 1-19 have been amended to clarify Applicant's invention.

Claims 1-19, therefore, remain pending in the application and are presented for reconsideration and allowance.

**Claim Rejections under 35 U.S.C. § 101**

Claims 1-9 and 16-19 are rejected under 35 U.S.C. 101 as being directed to non-statutory subject matter.

With this Amendment, independent claim 1 has been amended to clarify that the method includes **"receiving a replaceable printing component from a customer, the replaceable printing component previously installed in a printing device used by the customer;" "retrieving printing device data from component memory of the replaceable printing component, the printing device data comprising one or more of identification information or usage information of the printing device in which the replaceable printing component was previously installed;" "storing the printing device data in a customer database and associating the printing device data with a customer record of the customer;" "accessing the printing device data in the customer database;" and "assisting a customer with solving problems related to the printing device by way of the printing device data."**

With this Amendment, independent claim 16 has been amended to clarify that the method includes **"compiling printing device data retrieved from component memory of a plurality of replaceable printing components previously installed in printing devices into a customer database, the printing device data comprising one or more of identification information or usage information of the printing devices in which the replaceable printing components were previously installed;" "accessing the compiled printing device data in the customer database;" and "assisting a specific customer with**

**Amendment and Response**

Applicant: Michael J. Borg et al.

Serial No.: 09/820,457

Filed: March 28, 2001

Docket No.: 10006799-1

Title: SYSTEMS AND METHODS FOR UTILIZING PRINTING DEVICE DATA IN A CUSTOMER SERVICE CENTER

---

**resolving a problem with a particular printing device using printing device data within the customer database."**

In view of the above, Applicant submits that independent claims 1 and 16, and the dependent claims depending therefrom, are directed to statutory subject matter. Applicant, therefore, respectfully requests that the rejection under 35 U.S.C. 101 be reconsidered and withdrawn.

**Claim Rejections under 35 U.S.C. § 102 and 35 U.S.C. § 103**

Claims 16-19 and 1-9 are rejected under 35 U.S.C. 102(e) as anticipated by or, in the alternative, under 35 U.S.C. 103(a) as obvious over Hardman et al.

Claims 1-8 and 16-19 are rejected under 35 U.S.C. 103(a) as obvious over Hayward et al. in view of Klinefelter et al. alone and/or further in view of Official Notice.

Claim 9 is rejected under 35 U.S.C. 103(a) as being unpatentable over Hayward et al. in view of Klinefelter et al. or further in view of Official Notice, and further in view of Yokomori et al.

Claims 10-15 are rejected under 35 U.S.C. 103(a) as being unpatentable over Hayward et al. in view of Klinefelter et al. alone or further in view of Official Notice, and further in view of Yokomori et al.

With this Amendment, independent claim 1 has been amended to clarify that the method includes **"receiving a replaceable printing component from a customer, the replaceable printing component previously installed in a printing device used by the customer;" "retrieving printing device data from component memory of the replaceable printing component, the printing device data comprising one or more of identification information or usage information of the printing device in which the replaceable printing component was previously installed;" "storing the printing device data in a customer database and associating the printing device data with a customer record of the customer;" "accessing the printing device data in the customer database;" and "assisting a customer with solving problems related to the printing device by way of the printing device data."**

**Amendment and Response**

Applicant: Michael J. Borg et al.

Serial No.: 09/820,457

Filed: March 28, 2001

Docket No.: 10006799-1

Title: SYSTEMS AND METHODS FOR UTILIZING PRINTING DEVICE DATA IN A CUSTOMER SERVICE CENTER

---

With this Amendment, independent claim 10 has been amended to clarify that the system includes **"a recycling center that receives a printing device replaceable component from a customer, the printing device replaceable component previously installed in a printing device and including component memory integrated therewith which stores printing device data of the printing device, the printing device data comprising one or more of identification information or usage information of the printing device in which the printing device replaceable component was previously installed;" "a customer database that stores customer information for multiple customers;" "a data transfer center that retrieves the printing device data from the component memory of the printing device replaceable component and stores the printing device data in the customer database, the printing device data associated with a customer record of the customer in the customer database;" and "a customer service center that receives calls from the customer and provides operator assistance to the customer using at least the printing device data from the customer database."**

With this Amendment, independent claim 16 has been amended to clarify that the method includes **"compiling printing device data retrieved from component memory of a plurality of replaceable printing components previously installed in printing devices into a customer database, the printing device data comprising one or more of identification information or usage information of the printing devices in which the replaceable printing components were previously installed;" "accessing the compiled printing device data in the customer database;" and "assisting a specific customer with resolving a problem with a particular printing device using printing device data within the customer database."**

With respect to the cited references, Applicant submits that these references, individually or in combination, do not disclose a method as claimed in amended independent claim 1, do not disclose a system as claimed in amended independent claim 10, and do not disclose a method as claimed in amended independent claim 16.

In view of the above, Applicant submits that independent claims 1, 10, and 16, and the dependent claims depending therefrom, are each patentably distinct from the cited references and, therefore, are each in a condition for allowance. Applicant, therefore,

**Amendment and Response**

Applicant: Michael J. Borg et al.

Serial No.: 09/820,457

Filed: March 28, 2001

Docket No.: 10006799-1

Title: SYSTEMS AND METHODS FOR UTILIZING PRINTING DEVICE DATA IN A CUSTOMER SERVICE CENTER

---

respectfully requests that the rejections under 35 U.S.C. § 102 and 35 U.S.C. § 103 be reconsidered and withdrawn and that claims 1-19 be allowed.

**CONCLUSION**

In view of the above, Applicant respectfully submits that pending claims 1-19 are all in a condition for allowance and requests reconsideration of the application and allowance of all pending claims.

Any inquiry regarding this Amendment and Response should be directed to either Victor DeVito at Telephone No. (908) 898-4307, Facsimile No. (360) 212-3060 or Scott A. Lund at Telephone No. (612) 573-2006, Facsimile No. (612) 573-2005. In addition, all correspondence should continue to be directed to the following address:

IP Administration  
Legal Department, M/S 35  
HEWLETT-PACKARD COMPANY  
P.O. Box 272400  
Fort Collins, Colorado 80527-2400

Respectfully submitted,

Michael J. Borg et al.,

By,

DICKE, BILLIG & CZAJA, PLLC  
Fifth Street Towers, Suite 2250  
100 South Fifth Street  
Minneapolis, MN 55402  
Telephone: (612) 573-2006  
Facsimile: (612) 573-2005

Date: MAR. 13, 2009

SAL:skh

/SCOTT LUND/

Scott A. Lund  
Reg. No. 41,166